



MARIN MUNICIPAL WATER DISTRICT

Human Resources Technician

DEFINITION

To perform a variety of responsible paraprofessional, technical and support duties related to recruitment and selection, employee benefits, classification and pay, training, performance evaluations, Workers' Compensation, employee relations; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This paraprofessional class provides an opportunity for incumbents with well-developed office support skills to learn and participate in a wide variety of human resources support work. Successful performance of the work requires frequent use of tact, discretion and independent judgment, and extensive employee, public, and organizational contact. This class is distinguished from other technical and office administrative classes by its access to confidential information relating to employee and labor relations data, employment records, personnel actions, and selection processes. The Human Resources Technician receives general supervision from the Human Resources Manager and may receive technical and functional supervision from higher-level positions in the Human Resources Division.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Provide information, interpretation and assistance to employees and supervisors, the public, other public agencies and others in response to inquiries regarding District employment opportunities and requirements, benefits, policies, procedures, and other human resource functions and activities.
- Develop and implement plans for less complex recruitments, including preparation and distribution of job announcements, selection and placement of advertisements and determination of opening and closing dates.
- Assist with reviewing and evaluating job applications; schedule, and administer written, oral, performance/practical tests; conduct briefings and debriefings of examination board members; and compute and review test results.
- Conduct orientations for newly hired employees, including providing information related to District policies and procedures as well as benefit enrollment.
- Coordinate benefits for employees and retirees, responding to inquiries and contacting insurance carriers and/or third party administrators, when needed, to resolve problems; process enrollments and/or changes; monitor and prepare payments of various insurance premiums; and track and maintain records of employee leaves such as FMLA, CFRA, and other applicable state and federal programs.
- Conduct and respond to routine surveys concerning classifications, salaries, benefits, and human resources practices of other agencies.
- Assist in preparing and scheduling employee training programs, and coordinating District-wide events, such as the employee recognition awards ceremonies.

- Utilize HRMIS system to input, prepare, and maintain a variety of information and records; interface and coordinate with payroll function; and create and manage reports.
- Prepare and maintain a variety of complex records, reports and files including Federal and State reporting, position control, salary history, negotiated agreements, personnel files, and related matters.
- Perform a variety of responsible clerical and administrative work in support of the division, including direct in-person and telephone assistance, mail processing, photocopying, and preparation, duplication, assembly and distribution of documents and ordering and coordinating supplies and equipment.
- May provide work direction, instruction, and/or review to less experienced, part-time or volunteer staff on a project or day-to-day basis.
- Build and maintain positive working relationships with co-workers, other District employees and the public, using principles of good customer service.
- Perform related duties as assigned.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Techniques and practices of human resources, including recruitment/selection and benefits coordination.
- Federal, State, and District requirements and regulations related to recruitment/examination, benefits coordination, and other human resources related activities.
- Modern office practices, procedures, methods, and equipment including word processing spreadsheet use, and data information and management systems.
- Grammar, spelling, punctuation, vocabulary, and modern English usage.
- Arithmetic and basic mathematical calculations, including computation of mean and median.

Ability to:

- Perform technical support functions related to recruitment/selection, benefits, classification/compensation, employee relations, and other human resources activities;
- prepare and maintain confidential, technical, and statistical records and reports, and make recommendations as appropriate;
- understand, interpret, and apply rules, regulations, and guidelines;
- use initiative and sound independent judgment within scope of responsibility;
- work with the public and internal service customers in a tactful and effective manner; obtain information through questioning; work with interruption, and effectively handle multiple assignments;
- communicate clearly and concisely, both orally and in writing;
- interpret, edit, and proofread written materials; keep complete and accurate records and files;
- type at a speed necessary for adequate job performance;
- use modern office equipment including a computer, calculator, facsimile machine, and photocopier;
- establish and maintain effective working relationships with those contacted in the course of work.
- follow applicable safety rules and regulations;
- depending upon job assignment drive a vehicle;
- travel to alternative work locations and offsite meetings;

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Experience: Three years of increasingly responsible technical, administrative or secretarial human resources support work. Public sector experience involving extensive public contact responsibilities is preferred.
- Training: Equivalent to the completion of the twelfth grade. Additional specialized training in office management, human resources management, or a related field is preferred.

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 “all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.”

LICENSES AND/OR CERTIFICATIONS

- Depending upon job assignment possession of or the ability to obtain an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will need the mobility to work in a standard office setting, use standard office equipment such as a personal computer, word processing and data base software, calculator, a copy and/or fax machine; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time; operate office equipment requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses repetitive hand movement, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages weighing up to 10 to 25 pounds.

The noise level in the work environment is quiet to moderate noise. Position may require the ability to work overtime and weekends as needed.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: July 2004
Revised: October 2008
Approved by: Human Resources Manager